

CUSTOMER BILL OF RIGHTS AND RESPONSIBILITIES

RIGHTS

Age Appropriate Care: The right to care, appropriate to your age, which adequately addresses your special needs.	Identity: The right to know the identity, professional status, and professional credentials of health care personnel, as well as the name of the health care provider primarily responsible for your care.
Concern Resolution: The right to know the facility's mechanism for the initiation, review, and resolution of customer concerns. If an individual has any concerns regarding your patient care and safety in the hospital, that the hospital has not addressed, he or she is encouraged to contact the Patient Relations Department. If concerns cannot be resolved through the hospital, the individual is encouraged to contact The Joint Commission by either calling 1-800-994-6610 or e-mailing complaint@jointcommission.org	Decision Making and Advance Directives: The right to participate in decisions about your care including treatment, conflict resolution, foregoing or withdrawing of resuscitative services or life-sustaining treatment, and organ donation. The right to formulate, reviews, and revise an advance directive with facility guidance or referral. The right to have your advance directive honored within the law. The right to obtain care, treatment, and services regardless of an advance directive's existence. The right to consult with the Bioethics Review Committee when your desires conflict with medical recommendations.
Explanation of Care: The right to an explanation of your diagnosis, treatment, procedure, and prognosis in terms you can understand, including interpretation if you have communication barriers. When it is not medically advisable to give such information to you, the information will be provided to appropriate family members or, in their absence, another appropriate person. The right to effective communication. The right to be informed about the outcomes of care, treatment, and services that have been provided including unanticipated outcomes.	Informed Consent: The right to be advised, in non-clinical terms, of information needed to make knowledgeable decisions or consent for or refusal of treatments. This information will include potential risks, benefits, side effects, significant complications, and alternatives. Some minor (under 18 years of age) patients have the right to consent to or refuse specific treatment for specified conditions within the law. The right to be advised of recording or filming and to request its cessation within the law.
Medical and Dental Care: The right to quality care and treatment consistent with available resources and generally accepted standards.	Pain Management: The right to appropriate assessment and effective management of pain utilizing techniques that will alleviate pain and discomfort to the greatest extent consistent with proven safety and benefit.
Confidentiality, Privacy, and Security: The right to security, personal privacy, and confidentiality of information within the law. The right to be told the reason for the presence of an individual. The right to care and treatment in a safe, clean environment. The right to access protective and advocacy services. The right to be free from mental, physical, sexual, and verbal abuse; neglect; and exploitation.	Protected Health Information (PHI): The right to read, copy, and ask for limits to be put on the use or sharing of your PHI. The right to ask that communications about your PHI be done through ways that further protect your privacy. The right to request corrections to your PHI and obtain a list of where and when your PHI was shared, as permitted by law. There are exceptions to accessing and copying certain types of information. All requests must be made in writing. The facility may use and disclose your PHI to provide, coordinate, or manage your health and any related services, including obtaining payment for health care services and supporting daily health care activities.
Request or Refuse Treatment: The right to request or refuse care, treatment, and services to the extent permitted by law and to be informed of the consequences of your decision. This right does not include demanding medically unnecessary or inappropriate treatment or services. The right to leave the facility even against medical advice to the extent permitted by law.	Research Investigation and Clinical Trials: The right to be advised if the facility proposes to engage in or perform research associated with your care or treatment. The right to refuse to participate in any research projects. Your participation or refusal to participate will not affect your access to care, treatment, and services.
Respectful Treatment: The right to considerate and respectful care that preserves your dignity and contributes to a positive self-image, and recognizes your personal values and beliefs. The right to request a review of care adequacy if you have concerns about care received.	Rules and Regulations: The right to know facility rules and regulations regarding patient and visitor conduct, including tobacco use.

RESPONSIBILITIES

Compliance with Medical Care: The responsibility to comply with the treatment plan, including follow-up care, recommended by health care providers including keeping appointments and notifying the facility when they cannot be kept. The responsibility to notify your health care provider if you do not understand a course of action or expectations.	Environment: The responsibility to maintain a safe, clean, and quiet facility by using appropriate waste receptacles and keeping sounds to a minimum.
Medical Records: The responsibility to promptly return health records to the facility for filing and maintenance. Health records documenting care provided by this facility are U. S. Government property.	Pain Management: The responsibility to request information about pain and pain management, discuss pain relief options, and actively participate in your pain control.
Providing Information: The responsibility to provide accurate and complete information about all your health-related matters.	Reporting of Patient Complaints: The responsibility to help the facility commander provide the best possible care to all beneficiaries. Questions, compliments, recommendations, or concerns should be directed to any area's Customer Relations Representative or the Customer Relations Department.
Respect and Consideration: The responsibility to be considerate of the rights of other patients and health care personnel, as well as respectful of facility and other individuals' property.	Rules and Regulations: The responsibility to follow facility rules and regulations regarding patient and visitor conduct, including tobacco use.

PATIENT RELATIONS DEPARTMENT: (760) 725-4357, #7

The Joint Commission: 1-800-994-6610 or e-mail complaint@jointcommission.org